

CONTRACT SPECIFICATION

Tenders are requested for the following contract to operate a bus service.

Contract Reference	QC39001
Route Number	197
Terminus Points	Peckham Bus Station to Croydon
Contract Basis	Incentivised
Commencement Date	1 st September 2012
Vehicle Type	87 capacity, dual door, double deck buses will be specified (alternative bids with existing lower capacity, dual door, double deck buses may also be submitted, but the actual capacity must be stated).
Current Maximum Approved Dimensions	10.2 metres long and 2.5 metres wide
Advertising Rights	Operator
Sponsored Route	No
Minimum Performance Std	Average Excess Wait Time - No more than 1.10 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.95 minutes
Minimum Operated Mileage	No less than 98.00%

Tender Return Date: No later than 12 Noon on 5th September 2011

SERVICE SPECIFICATION

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1) NOTES

Proposed Changes:

At this time, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. 197.

Tenderers should note that the following alterations (subject to consultation) are proposed as part of this Service Specification for introduction with the new Route Agreement:

- 87 capacity, dual door, double deck buses will be specified (alternative bids with existing lower capacity, dual door, double deck buses may also be submitted, but the actual capacity must be stated).

2) SCHEDULE REQUIREMENTS & PINCHPOINTS

2.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Peckham Bus Station to Croydon High Street, Flyover			Croydon, Katharine Street to Peckham Bus Station		
First departure no later than 0440.			First departure no later than 0450.		
0435 - 0540	Every 15 minutes		0445 - 0520	Every 15 minutes	
0541 - 2055	Every 12 minutes		0521 - 1845	Every 12 minutes	
2056 - 2125	Every 15 minutes		1846 - 2030	Every 15 minutes	
2126 - 0030	Every 20 minutes		2031 - 0045	Every 20 minutes	
Last departure no earlier than 0025.			Last departure no earlier than 0040.		
Pinchpoints					
Norwood Junction, Portland Road	0705 - 0905	12 minutes	Forest Hill Station	0705 - 0905	12 minutes
	1505 - 1705	12 minutes		1505 - 1705	12 minutes

2.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Peckham Bus Station to Croydon High Street, Flyover			Croydon, Katharine Street to Peckham Bus Station		
First departure no later than 0440.			First departure no later than 0450.		
0435 - 0540	Every 15 minutes		0445 - 0520	Every 15 minutes	
0541 - 2055	Every 12 minutes		0521 - 1845	Every 12 minutes	
2056 - 2125	Every 15 minutes		1846 - 2030	Every 15 minutes	
2126 - 0030	Every 20 minutes		2031 - 0045	Every 20 minutes	
Last departure no earlier than 0025.			Last departure no earlier than 0040.		
Pinchpoints					
Norwood Junction, Portland Road	0915 - 1115	12 minutes	Forest Hill Station	0920 - 1110	12 minutes

2.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Peckham Bus Station to Croydon High Street, Flyover			Croydon, Katharine Street to Peckham Bus Station		
First departure no later than 0440.			First departure no later than 0450.		
0435 - 0710	Every 30 minutes		0445 - 0645	Every 30 minutes	
0711 - 0030	Every 20 minutes		0646 - 0045	Every 20 minutes	
Last departure no earlier than 0025.			Last departure no earlier than 0040.		
Pinchpoints					
Norwood Junction, Portland Road	1025 - 1145	20 minutes	Forest Hill Station	1030 - 1130	20 minutes

2) SCHEDULE REQUIREMENTS & PINCHPOINTS continued

2.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Peckham Bus Station to Croydon High Street, Flyover		Croydon, Katharine Street to Peckham Bus Station			
First departure no later than 0805.		First departure no later than 0820.			
0800 - 0030	Every 20 minutes	0815 - 0045	Every 20 minutes		
Last departure no earlier than 0025.		Last departure no earlier than 0040.			
Pinchpoints					
Norwood Junction, Portland Road	1025 - 1145	20 minutes	Forest Hill Station	1030 - 1130	20 minutes

3) QSI POINTS & MILEAGE

It is intended Route No. 197 will have 128 surveys per quarter at the following locations:

QSI POINTS	
Towards Croydon High Street, Flyover	Towards Peckham Bus Station
Peckham	East Croydon
Dulwich Library \$	Norwood Junction \$
Penge	Penge
Norwood Junction \$	Dulwich Library \$
MILEAGE: See Attached iBus Sheets	

\$ This location is recorded simultaneously in both directions - counted as two surveys.

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 197 should be separated from Route No. 176 between Penge, Croydon Road and Dulwich Library during all periods where possible.
- 4.2) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following locations: Peckham Rye Station, Forest Hill Station, Sydenham Station, Penge West Station, Blackhorse Lane Tram Stop and East Croydon Station.
- 4.3) Route No. 197 can suffer unpredictable traffic delays in the Peckham and Croydon areas.
- 4.4) The 2012 Paralympic Games start on Wednesday 29th August and close on Sunday 9th September. The Games will result in additional passenger demand across the network, requiring additional capacity on some routes. There will also be a number of road closures in the event areas resulting in route diversions. Operators should be aware there will be implications to them during this time.

5) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

5.1) CURRENT PERFORMANCE

As per current print out.

5.2) ROUTE RECORD

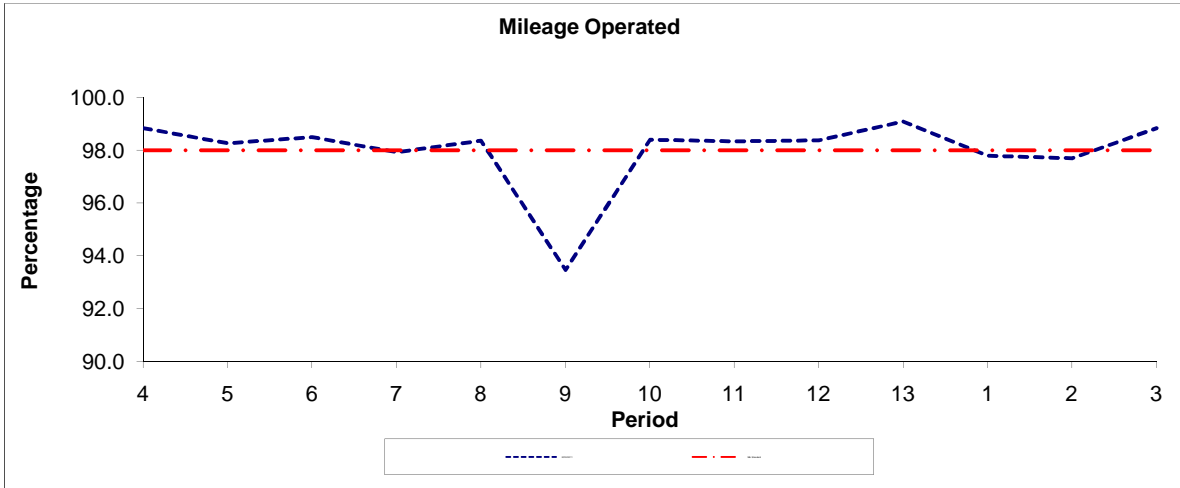
As per Busnet Printout.

5.3) IBUS MILEAGE

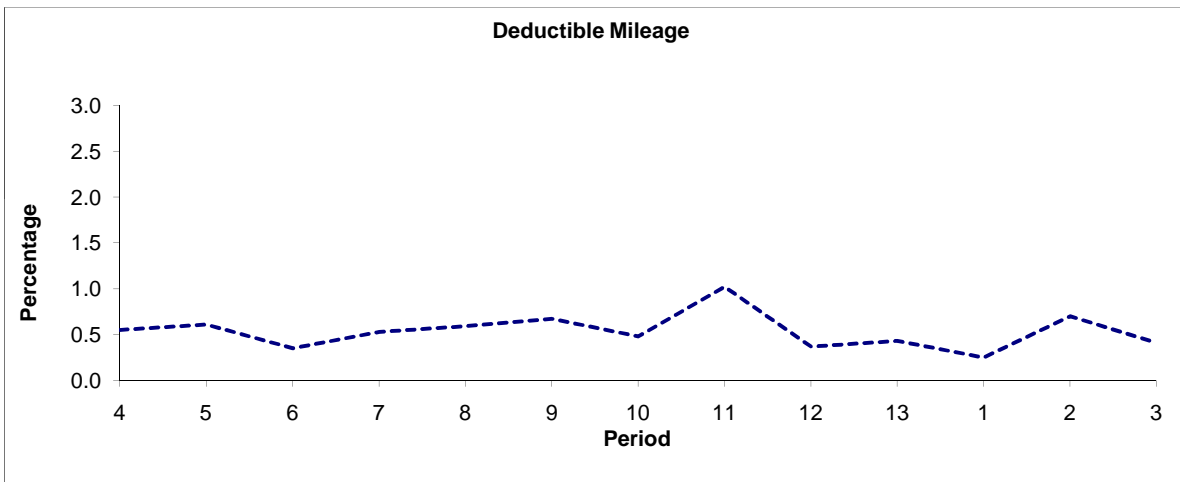
As per current print out.

PART B - PERFORMANCE STATISTICS

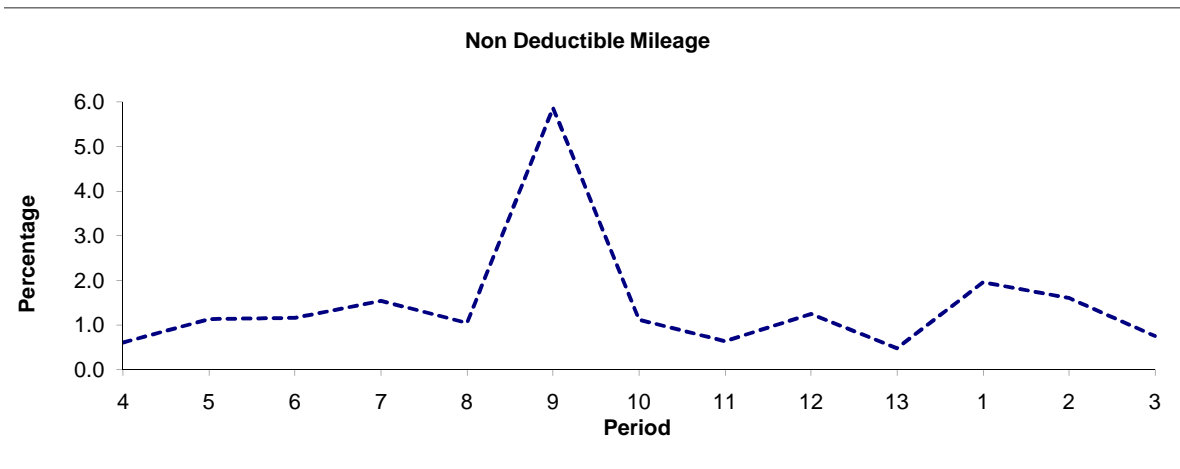
Route 197



Period	4	5	6	7	8	9	10	11	12	13	1	2	3
2010/2011	98.84	98.26	98.49	97.93	98.36	93.46	98.40	98.34	98.38	99.09	97.79	97.69	98.84
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00



Period	4	5	6	7	8	9	10	11	12	13	1	2	3
2010/2011	0.55	0.61	0.35	0.53	0.59	0.67	0.48	1.02	0.37	0.43	0.25	0.70	0.41

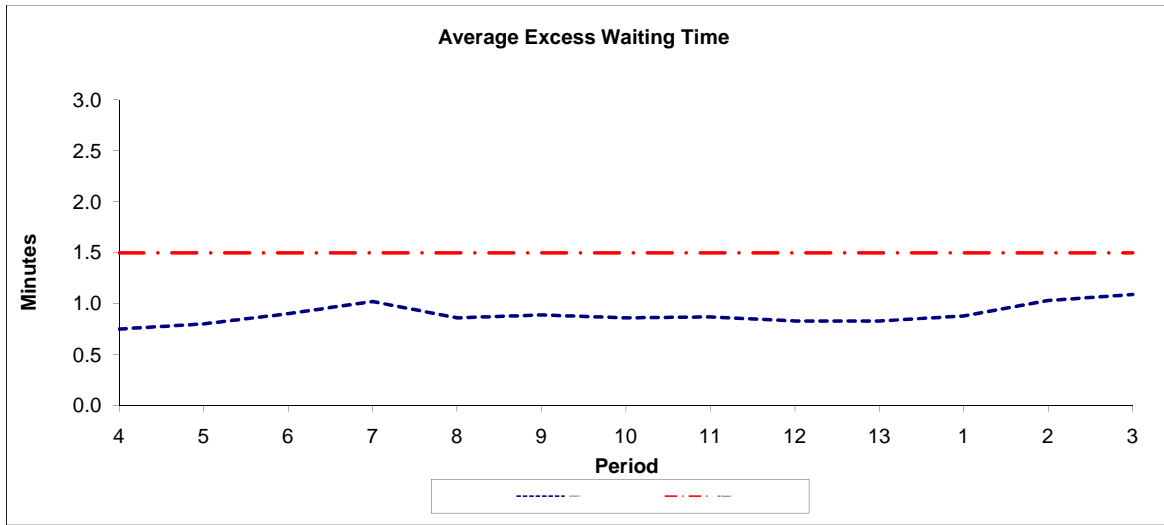


Period	4	5	6	7	8	9	10	11	12	13	1	2	3
2010/2011	0.61	1.13	1.16	1.54	1.05	5.87	1.12	0.64	1.25	0.48	1.96	1.61	0.75

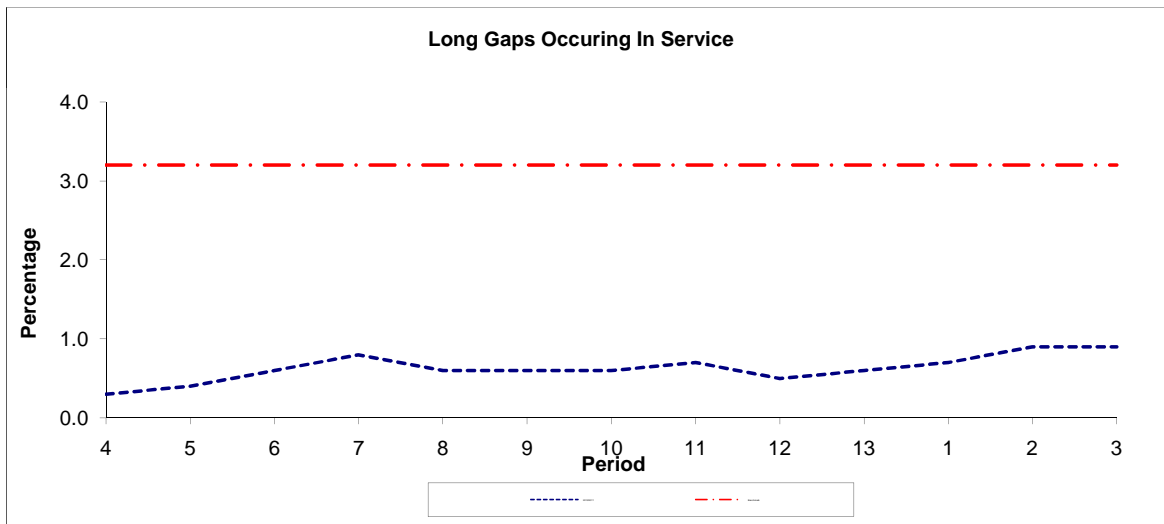
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 197



Period	4	5	6	7	8	9	10	11	12	13	1	2	3
2010/2011	0.75	0.80	0.90	1.02	0.86	0.89	0.86	0.87	0.83	0.83	0.88	1.03	1.09
Min Standard	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50



Period	4	5	6	7	8	9	10	11	12	13	1	2	3
2010/2011	0.30	0.40	0.60	0.80	0.60	0.60	0.60	0.70	0.50	0.60	0.70	0.90	0.90
Benchmark	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20

Note : Reliability is based on 12 weeks rolling data

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 197: Peckham Bus Station - Croydon, Katharine Street

Date of Structural Change: 1 September 2012.

Date of Service Change: 1 September 2012.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Croydon, Katharine Street: Peckham Bus Station, Peckham High Street, Clayton Road, Hanover Park, Rye Lane, Peckham Rye, Barry Road, Lordship Lane, London Road, Dartmouth Road, Kirkdale, Westwood Hill, Lawrie Park Road, Crystal Palace Park Road, Penge High Street, Croydon Road, Penge Road, Sunny Bank, Manor Road, South Norwood Hill, Portland Road, Woodside Green, Morland Road, Lower Addiscombe Road, Cherry Orchard Road, Addiscombe Road, George Street, Croydon Bus Bridge, Park Street, Croydon High Street.

Towards Peckham Bus Station: Katharine Street, Park Lane, George Street, Addiscombe Road, Cherry Orchard Road, Lower Addiscombe Road, Morland Road, Woodside Green, Portland Road, Doyle Road, Clifford Road, Portland Road, South Norwood Hill, Manor Road, Sunny Bank, Penge Road, Croydon Road, Penge High Street, Crystal Palace Park Road, Lawrie Park Road, Westwood Hill, Kirkdale, Dartmouth Road, London Road, Lordship Lane, Barry Road, Peckham Rye, Rye Lane, Hanover Park, Clayton Road, Peckham High Street, Peckham Bus Station.

STANDING AND TURNING POINTS

PECKHAM BUS STATION

Private stand for up to 12 buses in Peckham Bus Station. Buses to stand abreast in 2 portions - 4 buses to stand facing east and 8 buses to stand facing south.

All buses must be fitted with an audible-reversing device.

Buses proceed from Peckham Bus Station direct to stand, departing to Peckham Bus Station. Set down in Peckham Bus Station and pick up in Peckham Bus Station, at Stop E.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 197 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Peckham.
OTHER INFORMATION:	Toilet facilities available.

PECKHAM RYE, WEST SIDE (from CROYDON, KATHARINE STREET)

Public offside stand on west side of Peckham Rye East, commencing 29 metres south of a point opposite Phillip Walk and extending 20 metres North.

Buses proceed from Peckham Rye via Rye Lane and Peckham Rye to stand, departing to Peckham Rye. Set down in Peckham Rye, at Stop WM and pick up in Peckham Rye, at Stop WN.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: Unscheduled curtailments only
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Peckham Rye.

DULWICH, ETHEROW STREET (from CROYDON, KATHARINE STREET)

Buses proceed from Lordship Lane via Friern Road, Etherow Street and Barry Road departing to Lordship Lane. Set down in Lordship Lane, at stop DK and pick up in Lordship Lane, at stop DE.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Dulwich Library.

FOREST HILL, WESTBOURNE DRIVE (from CROYDON, KATHARINE STREET)

Public stand for four buses on west side of Westbourne Drive, commencing 10 metres south of Waldram Park Road and extending 42 metres south.

Buses proceed from Dartmouth Road via Devonshire Road, Waldram Crescent, Waldram Park Road, Church Rise, South Road and Westbourne Drive to stand, departing via Westbourne Drive, Waldram Park Road, Waldram Crescent and Devonshire Road to Dartmouth Road. Set down in Westbourne Drive, at Stop N and pick up in Dartmouth Road, at Stop M.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: Unscheduled curtailments only
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Forest Hill.

PENGE, CROOKED BILLET (from Peckham Bus Station)

Public stand in two parts on north side of Penge High Street east of the island at the 'Crooked Billet' public house.

1. For one bus on the nearside commencing at the junction with Penge High Street and extending 12 metres north.
2. For one bus on the offside commencing at the junction with Penge High Street and extending 12 metres north.

Buses proceed from Penge High Street via Penge Lane and Crooked Billet Slip Road to stand, departing via Crooked Billet Slip Road to Penge High Street. Set down in Penge High Street, at Stop D and pick up in Penge High Street, at Stop E.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Penge.

NORWOOD JUNCTION, CLIFFORD ROAD

Private stand for three buses on north west side of Clifford Road, commencing opposite no. 17 and extending 35 metres south.

From Croydon, Katharine Street.

Buses proceed from Clifford Road direct to stand, departing via Clifford Road to Portland Road. Set down in Clifford Road, at Stop T and pick up in Portland Road, at Stop P.

From Peckham Bus Station.

Buses proceed from Portland Road via Doyle Road and Clifford Road to stand, departing to Clifford Road. Set down in Portland Road, at Stop P and pick up in Clifford Road, at Stop T.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Norwood Junction.

MORLAND ROAD, LESLIE ARMS ROUNDABOUT (from Peckham Bus Station)

Buses proceed from Morland Road via Lower Addiscombe Road departing to Morland Road. Set down in Morland Road and pick up in Morland Road.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
DISPLAY:	Lower Addiscombe Road.

EAST CROYDON STATION (from Peckham Bus Station)

Buses proceed from George Street via Dingwall Road, Circumnavigate Roundabout At Junction With Lansdowne Road, Dingwall Road, George Street and Addiscombe Road departing to Cherry Orchard Road. Set down in George Street, at Stop E7 and pick up in Cherry Orchard Road, at Stop E4.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: East Croydon.

CROYDON, KATHARINE STREET

Public stand for four buses on south side of Katharine Street, commencing 47 metres east of centre line of Fell Road and extending 40 metres east.
Buses proceed from Croydon High Street via Fell Road, Park Lane and Katharine Street to stand, departing via Katharine Street, St George's Walk, Park Street and Croydon High Street to Katharine Street. Set down in Croydon High Street, at Stop KQ and pick up in Katharine Street, at Stop KM.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 197 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Croydon Town Centre.
OTHER INFORMATION: Toilet facilities available.

Transport for London - Live Mileage List

Route 197
 Service change 22950
 Date 3 November 2009

OUT DIRECTION					
Timing Point	Code	Stop Number	Stop Name	Metres	Miles
	PECKBS S	PECKBS S	PECKHAM BUS STATION		
	PECKBS	37168	Peckham Bus Station	0	0.00
		33441	Hanover Park	764	0.47
		13781	Peckham Rye Station	262	0.16
		1726	Nigel Road	390	0.24
		1493	Peckham Rye / East Dulwich Road	394	0.24
		9472	The Gardens	280	0.17
		13734	Barry Road/Peckham Rye	190	0.12
		13732	Upland Road	244	0.15
		R0080	Underhill Road	327	0.20
		13726	Goodrich Road	333	0.21
	DULWLB	BP601	Dulwich Library	357	0.22
		26035	Upland Road	283	0.18
		13388	Overhill Road	243	0.15
		13390	Grove Tavern	184	0.11
		2017	Lordship Lane / Wood Vale	271	0.17
		26066	Horniman Museum	402	0.25
		26033	Honor Oak Road	254	0.16
	FRHLSN	26032	Forest Hill Station / London Road	164	0.10
		17308	Dartmouth Road/Thorpewood Avenue	501	0.31
		17310	Sydenham Police Station	398	0.25
		17312	Sydenham / The Woodman	226	0.14
		17315	Peak Hill	257	0.16
	KIRKWH	17317	Cobbs Corner	269	0.17
		BP1224	Cricketers Walk	302	0.19
		17319	Copeman Close, St.Christophers Hospice	274	0.17
		17321	Springfield Road	260	0.16
		17323	Lawrie Park Road	287	0.18
		19771	High Street/Penge West Station	350	0.22
		17326	High Street/ Maple Road	264	0.16
		2131	High Street / Green Lane	227	0.14
	PENGCR	4783	Penge / Pawleyne Arms	164	0.10
		17409	Avenue Road	258	0.16
	ANEREE	17411	Anerley Road / Oak Grove Road	390	0.24
		27556	Anerley Road / Worbeck Road	172	0.11
		6561	Anerley / The Mitre	246	0.15
		6560	Derwent Road	228	0.14
		6559	Selby Road	279	0.17
		R0506	Sunnybank	274	0.17
	NDJNPR	17328	Portland Road / Norwood Junction Station	546	0.34
		17330	Harrington Road	499	0.31
		17332	South Norwood Swimming Pool	282	0.18
		17335	Croydon Arena	268	0.17
	WSDSGN	17853	Cloister Gardens	400	0.25
		17855	Blackhorse Lane	276	0.17
		9807	Northway Road	415	0.26
		BP2400	Burnham Gardens	240	0.15
		17858	Gordon Crescent	296	0.18
		17859	Lower Addiscombe Road	217	0.13
		BP934	Leslie Grove	242	0.15
		17347	Cross Road	240	0.15
		17348	Addiscombe Road	271	0.17
	ECROSN	BP2333	East Croydon Station	341	0.21
		BP1586	Park Street	471	0.29
	CROYHF	34176	Croydon Flyover	325	0.20
	CROYKS S	CROYKS S	CROYDON, KATHARINE STREET	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION				16297	10.13
				metres	miles

BACK DIRECTION					
Timing Point	Code	Stop Number	Stop Name	Metres	Miles
	CROYKS S	CROYKS S	CROYDON, KATHARINE STREET		
	CROYKS	BP1550	Croydon Library	0	0.00
		33309	Fairfield Halls	176	0.11
	ECROSN	26842	Cherry Orchard Road/East Croydon Station	770	0.48
		17346	Cross Road	278	0.17
		17345	Leslie Grove	308	0.19
		17857	Gordon Crescent	492	0.31
		9808	Northway Road	485	0.30
		17856	Blackhorse Lane	264	0.16
	WSDSGN	17854	Cloister Gardens	352	0.22
		17852	Spring Lane	223	0.14
		17334	Croydon Arena	271	0.17
		17333	South Norwood Swimming Pool	237	0.15
		17331	Harrington Road	380	0.24
		18728	Doyle Road	353	0.22
	NDJNCR	33516	Norwood Junction Station	248	0.15
		6578	Sunnybank	670	0.42
		6580	Selby Road	392	0.24
		6581	Anerley / The Mitre	224	0.14
		6582	Samos Road	136	0.08
		27557	Croydon Road / Elmers End Road	240	0.15
	ANEREE	17412	Anerley Road / Oak Grove Road	136	0.08
		17410	Avenue Road	269	0.17
	PENGCR	2128	Penge / Pawleyne Arms	420	0.26
		17327	High Street/ Maple Road	301	0.19
		R0776	High Street/Penge West Stn	429	0.27
		BP136	Lawrie Park Road	265	0.16
		R0903	Springfield Road / St Christopher's Hosp	321	0.20
		17320	Border Road	227	0.14
		BP1223	Cricketers Walk	225	0.14
	KIRKWH	17316	Cobbs Corner	331	0.21
		17314	Peak Hill	285	0.18
		17313	Sydenham / The Woodman	258	0.16
		17311	Sydenham Police Station	304	0.19
		17309	Dartmouth Road/Thorpewood Avenue	167	0.10
	FRHLSN	26219	Forest Hill Station / London Road	550	0.34
		13158	Honor Oak Road	254	0.16
		13156	Horniman Museum	331	0.21
		2016	Lordship Lane / Wood Vale	274	0.17
		13389	Grove Tavern	290	0.18
		13387	Overhill Road	235	0.15
		26034	Upland Road	218	0.14
	DULWLB	13384	Dulwich Library	184	0.11
		13723	Etherow Street	263	0.16
		R0081	Goodrich Road	243	0.15
		13730	Underhill Road	355	0.22
		13731	Upland Road	319	0.20
		13736	Peckham Rye / Barry Road	239	0.15
		9473	The Gardens	149	0.09
		17141	Peckham Rye / East Dulwich Road	307	0.19
		1727	Nigel Road	259	0.16
		13782	Heaton Road	206	0.13
		13780	Peckham Rye Station	357	0.22
		33440	Hanover Park	313	0.19
	PECKBS	BP1344	Peckham Bus Station	459	0.29
	PECKBS S	PECKBS S	PECKHAM BUS STATION	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION				16242 metres	10.09 miles